CLAIMS

1. A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

   means for communicating, using a common standardized message structure set, with at least one computer telephony application;

   a translation layer for translating messages from the standardized message structure set to the message structure set of one or more of (i) a plurality of PBXs; (ii) a plurality of network servers for a packet telephony network; (iii) a plurality of public switch telephone network (PSTN) switches; (iv) one or more additional telephony environments.

2. The telephony server of claim 1 wherein the applications programs communicate a selection message to the computer telephony server and wherein the selection message causes the computer telephony server to select one of the telephony environments.

3. The server of claim 1 wherein said telephony server includes means for selecting which telephony environment to communicate with via a setup menu.

4. A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network and via a standardized message set and protocol that is independent of any particular telephony environment, and wherein said server is capable of communicating with a plurality of telephony environments, said telephony environments include at least a PBX, a data network

gatekeeper, and a public switched telephone network switch.

5.   The system of claim 4 wherein said computer telephony application is a screen pop application.

6.   A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the users account, and means for displaying such information on a computer screen,

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer, said server also being capable of communicating with a plurality of telephony environments including a data network gatekeeper, a PBX, and a PSTN switch, said communications with said telephony environments utilizing different protocols and message sets, said server being automatically configurable by said personal computer to communicate with the desired telephony environments.

7.   The system of claim 6 wherein said server is also capable of communicating with a plurality of different PBX's.

8.   A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

9

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

a translation layer for translating messages from the standardized message structure set to the message structure set of any one of plural telephony environments.

9. The method of claim 4 wherein said telephony application is a call routing application.

10. The method of claim 4 wherein said telephony application is a database driven dialing application.

11. A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network and via a standardized message set and protocol that is independent of any particular telephony environment.

12. The system of claim 11 wherein said telephony environments include at least several PBXs, a data network gatekeeper, and a public switched telephone network switch.